

EXCELSIOR SPRINGS TRANSPORTATION GUIDELINES

The Excelsior Springs Transportation has guidelines for passengers to follow:

- Please have the correct monies
- Seat belts are provided
- Parents or guardian of a child weighing less than 40 pounds shall provide an approved child's seat which can be secured with a conventional seat belt
- Guidelines as to how much time may be spent at each destination
- Our service does reserve the right to limit the number and size of packages allowed on the bus, please only purchase what you can carry on the vehicle
- Our service is a "curb to curb" service, Passengers are to be capable of riding our system without driver assistance, passengers are allowed to have a personal attendant for assistance
- Do not leave your seat while the bus is in motion
- Do not eat or drink on the bus: open containers are not allowed
- Do not use tobacco of any kind
- No fighting, horseplay or arguing with others on the bus. Please no foul language
- Inappropriate touching, or sexually offensive behavior or talking is unacceptable
- No Show-3 consecutive times constitutes no more service
- We require all passengers maintain an acceptable standard of personal hygiene.
- No solicitations of any kind
- City of Excelsior Springs prohibits anyone from possessing or carrying weapons of any kind on City property and/or City vehicles.
- Individuals known to have a infectious disease (such as tuberculosis or childhood disease such as chickenpox, etc) or head lice shall be denied service pending notification that the disease has been rendered non-infections
- Service animals are allowed with required restraint

- Please do not talk to the driver when the bus is in motion, however a rider may give the driver directions to the destination
- Laundry
No Basket/Containers/Hampers,
Laundry must be in tied plastic bag and
Must fit in seat beside you, one bag per Person

Failure to follow these rules may result in denial of services. When a rider violates any of these rules, the driver is to show the individual the rules and ask him/her to comply with them. Each time an individual refuses to comply or repeats violation of the rules, the driver is to file an incident report with Transportation Coordinator on the day the violation occurs. The Transportation Coordinator could determine to suspend the ridership privileges

Riders Grievance Procedure

<https://cityofesmo.com/pdflibrary/RIDER-COMPLAINT-PROCEDURE.pdf>

Winter Weather Policy

During the winter, if Excelsior Springs School District closes due to snow/ice, our busses will not operate

Passengers with disabilities may request modifications to current service procedures to access the service. To make a request, please call (816) 630-0754 ex. 4425 or email

ckennedy@excelsiorsprings.gov

Please submit request 24 hours in advance.

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Wheelchair Safety Guidelines

The safety of our driver and passengers are the number one priority!

The wheelchair/mobility device must fit 30"X 48" lift platform/footprint and weigh no more than 800 lbs combined weight passenger and device as set forth by the manufacturer.

If the combined weight exceeds the mechanical capabilities of the lift, other options could be:

A (Manual chair with personal attendant

B (Walker with a personal attendant

Vehicle operators are not permitted to assume the controls of power wheelchairs to assist riders with boarding/exiting vehicles

A passenger's mobility device must be secured with the four point tie-down securement. Lifts were designed to board passengers who use wheelchair/mobility devices. We recognize some ambulatory riders may use the lift to enter/exit the vehicle. Passengers must be physically capable of boarding/exiting the vehicle on their own without assistance from driver.

"Legitimate Safety Requirements" include such circumstances as when a wheelchair/mobility device was of a size that would block an aisle and interfere with the safe evacuation of passengers in an emergency

Excelsior Springs Transportation strongly recommends no rider be transported while seated on their mobility device.

The safest way to transport is for the passenger to transfer to a seat. Then the device can be secured

Portable Assistive Devices

There are a variety of different types of assistive devices used by those with mobility impairments. The devices, canes, walkers, oxygen tanks must be secured by the driver. Whether using steps or the lift, the passenger must be physically capable of entering/exiting the vehicle on their own.

The City of Excelsior Springs Transportation Operates its service without discrimination Against individuals with disabilities, in Accordance with the Americans with Disabilities Act of 1990. Excelsior Springs Transportation Operates its program and services without Regard to race, color, and national origin in Accordance with Title VI of the Civil Rights Act Of 1964

Bus Service not available on Holidays

www.cityofesmo.com